DOCUMENT RESUME

ED 378 978 IR 055 354

TITLE	Florida Plan for Interlibrary Cooperation Resource Sharing and Network Development.
INSTITUTION	Florida State Library, Tallahassee.
PUB DATE	Mar 94
NOTE	51p.; Developed by the Florida Network Planning Task Force and the State Library of Florida.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	Computer Networks; *Information Networks; *Library Cooperation; Library Development; *Library Networks; Library Planning; Online Systems; *Shared Library Resources; Standards; State Libraries; *User Needs (Information)
IDENTIFIERS	*Florida; Paradigm Shifts

ABSTRACT

In Florida, as in the rest of the country, there is a paradigm shift within libraries. Increasingly, the information necessary to respond to user needs is available electronically--sometimes only or most conveniently in electronic form. For librarians to be most effective in the electronic revolution, they need to link their libraries into a network of cooperating entities. This plan proposes a network of electronic and nonelectronic services through its affiliates the Florida Library Network, Florida InterLibrary Loan, and the Florida Library Online Resource Access Network (FLORANET). Goals are defined to facilitate interlibrary cooperation, resource sharing, and network development in Florida. Goals 1 and 2 call for coordinated leadership and continuing education. Goals 3, 4, 5, and 6 look at network development and use specifically, emphasizing the development of FLORANET. Goal 7 advocates reciprocal borrowing, while Goal 8 defines minimal interlibrary cooperation standards. Goal 9 emphasizes preservation and conservation, and Goal 10 suggests increased public awareness about the information society. Ten charts delineate responsibilities for each goal. (SLD)

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FLORIDA PLAN for INTERLIBRARY COOPERATION RESOURCE SHARING and NETWORK DEVELOPMENT

developed by the
Florida Network Planning Task Force
and the
State Library of Florida
with assistance from
JNR Associates

March 1994

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Florida Plan for Interlibrary Cooperation, Resource Sharing, and Network Development

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PROJECT HISTORY

In 1993, The State Library of Florida awarded a grant to the Panhandle Library Access Network (PLAN) to develop a new plan for interlibrary cooperation, resource sharing, and network development in Florida. PLAN contracted with JNR Associates, Inc. of Golden, CO to facilitate this planning process. The State Library also appointed a 20 person Network Planning Task Force that included representatives from the library community throughout the state: existing networks, Library Cooperatives, each type of library, and state library staff. The Network Planning Task Force met in August 1993 and developed a vision of library resource sharing in Florida. The consultants discussed this vision with focus groups in five locations: Tampa, Orlando, Jacksonville, Panama City, and Miami. A total of 125 librarians and library supporters were interviewed during these October 1993 focus group sessions.

Meeting in November, December, January, and February, the Planning Task Force reviewed the results of the focus groups and developed recommendations for resource sharing and network development in Florida. The resulting *Florida Plan for Interlibrary Cooperation, Resource Sharing, and Network Development* is intended to guide planning and resource allocation for the State Library of Florida and libraries in the state for the next five years. This new plan builds on the successes of an earlier planning effort.

During 1985/86 the State Library of Florida commissioned an extensive study of libraries of all types in Florida. The recommendations from that study were further developed into the *Florida Long Range Plan for Interlibrary Cooperation* and integrated into the *Florida Long Range Program of Library Service*, which embodies guidelines for use of Library Services and Construction Act (LSCA) funds. The long range plan was revised annually through 1990. Using the *Florida Long Range Plan for Interlibrary Cooperation*, the following accomplishments have been made:

- The Florida Library Network Council (FLN) was appointed by the Secretary of State. The 33-member Council in turn elected an 11-member Policy Board. The Council has advised the State Library on decisions affecting interlibrary cooperation and resource sharing since 1987. The Council has not met since 1990 due to lack of funds.

- Five multitype Library Cooperatives have been formed, based on local initiative, and are now functioning to support interlibrary cooperation. They serve 94% of the State's population.

- The Library Cooperatives were begun using LSCA grants. Local dues and fees contribute in varying degrees to their support. In 1993, the Florida Legislature appropriated $200,000 each for three eligible Library Cooperatives. The 1994 Governor's budget recommends continuing support for those three and a fourth, which is now eligible for grant money.

- A wide variety of cooperative programs, determined by membership needs, are being provided by Library Cooperatives. These include physical document delivery, electronic document delivery, shared or linked automated systems, coordinated collection development, Internet access, continuing education, retrospective conversion of local holdings, and coordination of resource sharing.

- The FLN Council approved a revision of the Long Range Plan in 1990 to provide a definition of the statewide database as being the total body of bibliographic records from FLIN libraries contained in the OCLC database. It also defined the standard bibliographic record format as US MARC.

- The number of libraries formally participating in the online, interlibrary loan component of FLN has risen from 25 in 1985 to 154 in 1994. Many of these are selective users, not cataloging on OCLC, but which are part of the OCLC Group Access arrangements sponsored by the Library Cooperatives and the State Library.

- As of August 1993, there were 15,194,492 holding symbols in OCLC for Florida libraries, as compared to 7,956,199 in 1986, an increase of 7,238,293. The average growth of the database is therefore approximately 1,000,000 records per year. Part of this growth is due to special projects of the Library Cooperatives and the State Library to tapeload records of libraries which do not catalog on OCLC.

- The Florida Information Resource Network (FIRN) has authorized use of its telecommunications network by libraries for electronic mail communications.

- The Florida Center for Library Automaton (FCLA) has the catalogs of all nine state universities online and available to libraries and individuals throughout the state.

- The College Center for Library Automation (CCLA) has the catalogs of 28 community colleges online and accessible to any user of FIRN.

- Under the direction of the Department of Education School Library Media Administrator, public school library media records have been converted and placed on CD-ROM to facilitate resource sharing and further retrospective conversion. Currently, SUNLINK has over 600,000 records representing 3 million holdings of 451 libraries.

- Union listing of serials has been a feature of each Library Cooperative's projects, encouraged and coordinated by the State Library. There are currently approximately 175,000 local data records for Florida libraries in OCLC. In addition to listing serial holdings in OCLC, each cooperative also publishes its list in either printed or CD-ROM format.

- Preservation of library materials was studied on a statewide basis and was the subject of a major report published in 1990. Following the identification of the primary need as being continuing education, the State Library initiated 17 preservation workshops throughout the state in 1993.

PROJECT OVERVIEW

In 1986, when the first Florida Resource Sharing Plan was written, the Network Planning Committee adopted the library networking common vision of the Library of Congress Network Advisory Committee. The Network Planning Task Force reviewed this mission statement and agreed that the statement still reflected the vision of networking in Florida.

(From the Library of Congress Network Advisory Committee's "Library Networking": A Statement of a Common Vision")

> *Our common vision of networking is an environment in which libraries can provide each individual in the United States with equal opportunity of access to resources that will satisfy their and society's information needs and interests. All users should have access on a timely basis to the information they require without being faced with costs beyond their own or society's means.*
>
> *To realize this vision, there must be technical and intellectual sharing of resources between the public and private sectors; local, state, and federal governments must fulfill their various responsibilities to individuals and society; and the diverse missions of the several types of libraries must be accommodated. As this vision becomes a reality, there will emerge a diverse but coordinated structure of networks rather than a monolithic one. Active research, rapidly developing technology, collaborative leadership, common standards, and shared communications will provide means by which the system will be further shaped as an interlocking series of local, state, regional, national, and international relationships that are capable of serving the national's information needs.*

In Florida, as well as nationally, there is a paradigm shift occurring within libraries. Increasingly, the information necessary to respond to user information needs is available electronically... sometimes only electronically and sometimes most conveniently electronically. Despite the electronic revolution sweeping the country, many people still do not have the knowledge or ability to access these electronic information sources on their own. To maximize the use of these resources, people need help. The library is both the most appropriate and the best place to help people get the information they want.

The new electronic information environment allows librarians to substantially augment the services of libraries. This electronic environment allows libraries to access additional information resources previously unavailable, to deliver information and documents in more convenient and efficient ways, and to provide new services previously not possible or feasible. Librarians must be knowledgeable about these new opportunities and have the equipment and training to access electronic information when it improves the libraries ability to serve its users.

If users preferring electronic resources repeatedly fail to find the resources they know exist or do not find access easy and inviting, they may turn away from libraries, opting for alternative means. To insure continued local support so the "have nots" can be provided for, libraries need the political and philosophical support of the "haves." Libraries cannot be the most appropriate and best place for information if the institutions do not remain in the forefront of information access and delivery. The "haves" are not only taxpayers, but are most likely very visible in local affairs.

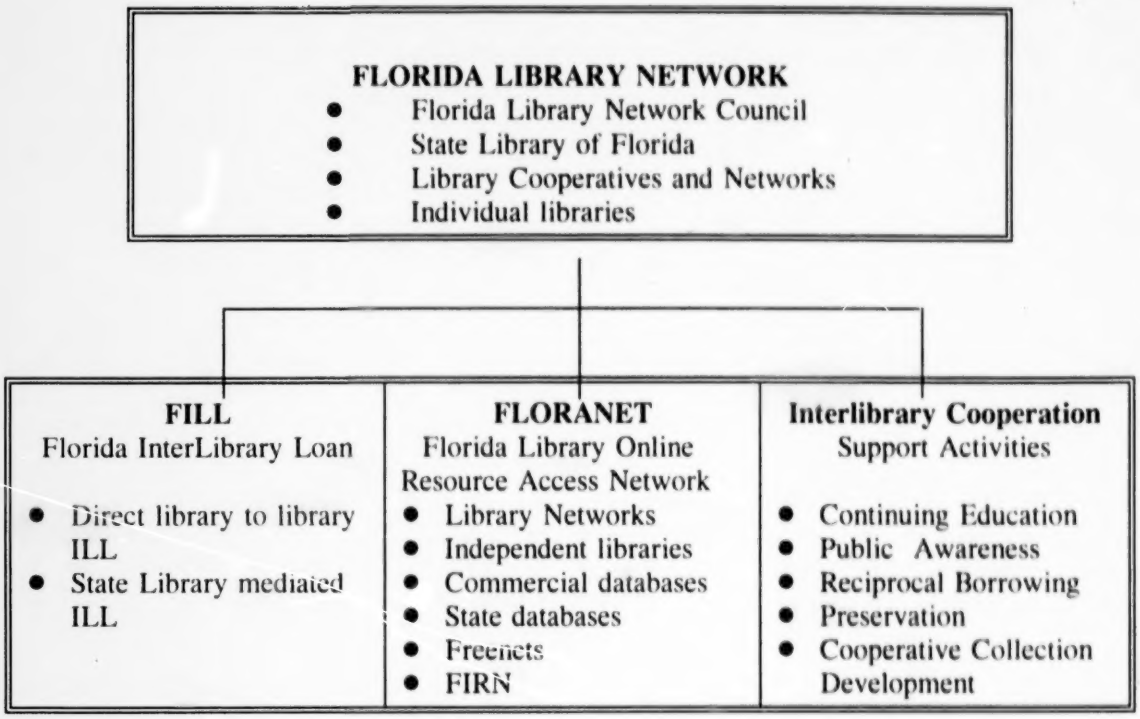
For librarians and libraries to be most effective in this new electronic revolution, they need the assistance of their peers and of regional and state library agencies. This assistance can link libraries into a solid network of cooperating entities that benefit all Florida libraries and residents.

The ultimate purpose of this Network Planning Project and the Network Planning Task Force is to improve the ability of libraries to serve their users through interlibrary cooperation. This plan is a result of that effort. It proposes an ambitious network of both electronic and non-electronic services. It also proposes that all libraries have the responsibility to support and contribute to the network and that all libraries have the right to benefit from the network.

Florida Library Network Configuration

The Florida Library Network and its implementing activities (FILL, FLORANET, and other interlibrary cooperation support activities) can be configured as shown on the following page:

Florida Library Network Configuration



Florida Library Network (FLN)

The Florida Library Network is the umbrella under which all the other activities take place. It is the organizing structure for network discussion, decisions, and operation. It includes the Florida Library Network Council, the State Library of Florida, the Library Cooperatives, and the existing networks such as FCLA, CCLA, SUNLINK, and individual libraries. **Florida Library Network Council (FLNC)** and its members will take responsibility for development of and participation in the Florida Library Network.

Florida InterLibrary Loan (FILL)

FILL is the new name for the interlibrary loan process. FILL users have three avenues to identify a location for resources they need for a patron. The preferred method is to use the OCLC database either as full OCLC users or as GAC members. In doing so they would follow the established protocols of searching first in their Library Cooperatives, second throughout the state (but looking for the next closest source), and third by searching SoLINE and OCLC. As FLORANET (see below) grows with expanded resources online, including libraries whose holdings are not on OCLC, FILL users may identify needed materials on FLORANET.

Protocols that govern how FLORANET is effectively used for ILL should be designed for use by all libraries. As a third method, libraries without electronic access will continue to send mail requests to the State Library for locating resources.

Florida Library Online Resource Access Network (FLORANET)

FLORANET is Florida's online catalog of bibliographic and information databases. It includes existing bibliographic databases such as FCLA, CCLA, and SUNLINK, as well as regional Library Cooperative databases. It will also include individual libraries that choose to put their OPACs on the state network. Databases can reside on any host computer and access will be provided via a connection to the Internet. Regional Library Cooperatives or local libraries will manage the menu system so that their users see certain options first.

FLORANET can also include commercial databases, state government databases, archives, and access to Free-Nets. It can also include full or limited Internet access for librarians and for library users.

Interlibrary Cooperation Support Activities

Included in this category are activities that support resource sharing such as:

- Continuing education (particularly in the areas of technology and electronic access)
- Marketing and public awareness efforts directed toward both the library community and to the public at large about the information paradigm shift and the role of libraries and librarians to provide information in the new electronic age
- Reciprocal borrowing to speed delivery of materials to the patron and save the library costs
- Preservation/conservation to ensure that library materials are protected for the future
- Cooperative collection development activities to share participants' responsibility for enhancing resources available

Participants

The Florida Library Network has the potential to encompass every library in the state that chooses to interact with any other library. The more libraries that participate, the more effectively and efficiently the network will work and the more benefits will accrue to both Florida libraries and to all Florida residents. Participation includes the following elements:

- All libraries must be willing to share their materials and to place their holdings in a statewide database.

- There are a variety of ways to participate in the Florida Library Network. While maximum participation is desirable and encouraged, local situations may limit the degree of participation possible. Cooperative programs and support from Library Cooperatives and the State Library can facilitate participation in network activities.

- The State Library of Florida plays a key leadership role in bringing together the various stakeholders to develop and implement interlibrary cooperation and resource sharing

- The Florida Library Network Council has representation from existing networks, Library Cooperatives, types of libraries, and state information stakeholders. It will be the forum where interlibrary cooperation and resource sharing are discussed. Members of FLNC will communicate with their constituencies, represent their resources, and commit their participation to the network.

- The Library Cooperatives and networks, some now and some as they develop, will be major implementors of the resource sharing plan, representing their members' interests on the FLNC and implementing the plan on a regional or network basis.

Goals

There are nine goals that fit together to facilitate interlibrary cooperation, resource sharing, and network development in Florida.

Goal 1 calls for **coordinated leadership** with representation from all library and information stakeholders. Goal 2 focuses on the critical role of **continuing education** in helping libraries prepare for delivering library and information services in the 21st century.

Goals 3, 4, 5, and 6 look specifically at network development and use. Goal 3 calls for a **library connection to networks** using Internet, a way to link all libraries and library networks in the state. Goal 4 proposes the creation of **FLORANET**, a collection of Florida library and information databases and that **network access** should be designed with primary responsibility to the Library Cooperatives so that it is most useful to the local user. Goal 5 describes **enhanced network** content on FLORANET. Goal 6 proposes a new **interlibrary loan** protocol called FILL based primarily on OCLC but allowing for ILL in other ways.

Goal 7 suggests that **reciprocal borrowing** would facilitate resource sharing for both libraries and users. Goal 8 calls for **minimum standards for interlibrary cooperation** to serve as guidelines for libraries to become knowledgeable about technology and get connected to the Florida Library Network. Goal 9 calls for a plan to support **preservation and conservation** in Florida libraries. Finally, Goal 10 suggests increased **public awareness** about the information paradigm shift is necessary to help both librarians and the public to become aware of the new role for libraries in the information society.

The descriptions and recommendations in this document reflect the best observations of the Network Planning Task Force, based on their perceptions of the Florida library environment in 1993-94. Rapid change in the profession, technology, and other factors in this environment are expected. The recommendations of this report are to be applied to the changing environment as suggestions for direction and guiding principles, rather than hard-and-fast requirements. The FLNC should reflect this flexibility in its operation.

Below are listed the ten goals for interlibrary cooperation, resource sharing, and network development for Florida libraries. After each goal statement there is a discussion of the implications of that goal. Finally each goal section includes a table listing proposed responsibilities using the following table headings:

Florida Library Network Council	State Library of Florida	Library Cooperatives and Networks	Local Libraries

Suggested responsibilities of each category are listed vertically below these headings. In the categories of "Library Cooperatives and Networks" and "Local Libraries," the responsibilities suggested may not apply or be accepted by all institutions in these categories. Each Library Cooperative, network, or local library has its own mission, priorities, and organizational structure. All libraries, however, are encouraged to participate in the Florida Library Network to the fullest extent possible.

Shared State Systems

The Florida Legislature has created the Florida Center for Library Automation (FCLA) and the College Center for Library Automation (CCLA) to develop and operate mandated shared automated library systems for the nine universities and the twenty-eight community colleges respectively. SUNLINK, the state level effort through the Florida Department of Education, supports library automation efforts in the K-12 public schools. These state-level shared systems (LUIS through FCLA and LINCC through CCLA) and SUNLINK have been grouped throughout this document with the membership-based Library Cooperatives. These state-level initiatives do not share the "membership" aspects of Library Cooperatives (dues, governance, participation contracts, etc.) and may have legal parameters concerning their activities. For convenience, they are grouped with the Library Cooperatives in the columns labeled "Library Cooperatives and Networks" because they will be able to carry out many (though not all) of the tasks delineated in that column.

SUMMARY OF GOALS

Goal 1: Coordinated Leadership

The State Library of Florida and the Florida library community should establish the Florida Library Network Council to cooperatively plan for interlibrary cooperation, library resource sharing, and network development among Florida libraries.

Goal 2: Continuing Education

Florida librarians should have access to coordinated continuing education opportunities to increase their ability to serve library users.

Goal 3: Network Infrastructure

The FLNC should support expansion of the established statewide information networking infrastructure by collaborating in legislative efforts to recognize and more broadly define network applications and funding and by facilitating useful network connections for all types of Florida libraries, with the Internet as the "highway."

Goal 4: Network Access and FLORANET

The extent of patron access to FLORANET networked information (and Internet resources) should be determined on the local level, by local libraries or Library Cooperatives, and by networks for their defined clientele, with general coordination and support provided by the State Library.

Goal 5: Enhanced Network Content

The FLNC should support and encourage enhancement of bibliographic and information databases on FLORANET to include library holdings (public, private academic, and special libraries), commercial databases, state government information, access to public electronic networks, and selected Internet resources.

Goal 6: Interlibrary Loan

Florida libraries should participate in a statewide Florida InterLibrary Loan (FILL) process to provide information and materials to Florida patrons.

Goal 7: Reciprocal Borrowing

FLNC should develop a statewide reciprocal borrowing program in which Florida libraries should participate.

Goal 8: Minimum Standards for Interlibrary Cooperation

The FLNC should develop minimum standards to serve as guidelines for resources needed to participate in the Florida Library Network.

Goal 9: Preservation/Conservation

The FLNC should develop a plan for supporting preservation and conservation needs of Florida libraries, for both traditional and new technology materials, including disaster preparedness, professional education, sharing of remedial equipment, and patron access issues.

Goal 10: Increased Public Awareness

The FLNC should develop a public awareness campaign to inform Florida residents of the benefits of their libraries' participation in the information highway.

All goals were developed by a participatory process that included focus groups with the Florida library community and discussion and recommendations from the Network Planning Task Force and the State Library of Florida staff.

GOALS AND RESPONSIBILITIES

Goal 1: Coordinated Leadership

The State Library of Florida and the Florida library community should establish the Florida Library Network Council to cooperatively plan for interlibrary cooperation, library resource sharing, and network development among Florida libraries.

There is a critical need for coordination of interlibrary cooperation, resource sharing, and network development among Florida libraries. Some groups of libraries are already organized and making their resources available online (FCLA, CCLA, SEFLIN, TBLC); others are in the planning stages for online access (SUNLINK); others have their holdings in machine readable format but not accessible outside their library building; and still others have not yet begun the automation process.

Florida libraries are at a critical juncture where they can move forward with a network that allows maximum access to the resources of all Florida libraries through simple electronic interfaces. Planning and coordination of this access must begin now.

The Florida Library Network Council (FLNC) would serve as the coordinating body and would have as participants the major stakeholders in library resource sharing and network development. The FLNC would be composed of representatives from groups who have accepted or been assigned responsibility for network development in Florida. The FLNC will have two major responsibilities:

1) The FLNC will cooperatively plan for resource sharing and network development in Florida of both electronic and non-electronic activities. The resulting plans would give direction to all the FLNC members as they plan their own resource sharing and networking activities. FLNC members would have the ability and responsibility to represent their constituents and members. FLNC members would be asked to commit the resources of their organization or members or be able and willing to encourage members to move forward on statewide network plans.

2) The FLNC will advise the State Library of Florida on needed actions and the allocation of resources to further the *Florida Plan for Interlibrary Cooperation, Resource Sharing, and Network Development*.

Membership in FLNC

The interests of following groups would be represented on FLNC:

CCLA (College Center for Library Automation)
CFLC (Central Florida Library Consortium)
FCLA (Florida Center for Library Automation)
FIRN (Florida Information Resource Network)
NEFLIN (NorthEast Florida Library Information Network)
PLAN (Panhandle Library Access Network)
SEFLIN (SouthEast Florida Library Information Network)
SUNLINK (School Library Media Network)
SWFLN (Southwest Florida Library Network)
TBLC (Tampa Bay Library Consortium)
Special libraries
State University System libraries
Private academic libraries
Community college libraries
Public libraries
School library media centers
State information stakeholders
    University of South Florida Library School
    Florida State University School of Library and Information Studies
    Joint Committee on Information Technology Resources
    Information Resource Commission
    Division of Communications
State Library of Florida

Networks would be asked to select their representative to FLNC. Type of library representatives would be chosen by the State Library based on recommendations or nominations. An effort would be made to make certain that all geographic areas are represented, as well as libraries that are not in Library Cooperatives and whose collections are not yet accessible electronically. Membership would be reviewed periodically to ensure that all key stakeholders, such as new Library Cooperatives, continue to be represented.

In order to be most effective, the FLNC should meet as needed with subgroups working between meetings in order to accomplish the work of the Council. Participating groups will be asked to provide financial support for their representatives' attendance at necessary meetings.

The chair of the FLNC should be the State Librarian. The State Library should also have a participating, voting member to ensure the State Library concerns are represented in all discussions. Staff administrative assistance (agendas, meeting arrangements, etc.) should be provided by the State Library.

FLNC and its members should communicate regularly with the library community about issues under discussion, decisions made, and documents produced. FLNC should take advantage of the strengths of larger libraries of all types as it identifies and uses resources to fill gaps in statewide library service.

Responsibilities for action will rest on all the participants in the FLNC. Each will have a role to play, and successful resource sharing and network development will depend on the acceptance of this responsibility, coordinated planning, and commitment to action.

Responsibilities for Goal 1

FLNC	State Library	Library Cooperatives and Networks	Local libraries
Advise the State Library on resource sharing goals, network development, and the allocation of resources	Coordinate the activity of the FLNC. Provide staff assistance in facilitating the work of the FLNC	Gather input from constituents on resource sharing needs and willingness to participate in statewide plans	Share information about needs and resources available for resource sharing and network development in Florida
Cooperatively plan with the State Library and each other for resource sharing and network development	Obtain input from the FLNC on State Library plans for interlibrary cooperation, resource sharing, and network development in Florida	Represent users needs and commitments to the FLNC	Participate in statewide and regional resource sharing activities
Commit resources of member organizations where possible	Take a leadership role in implementing network plans statewide	Take a leadership role in implementing the goals of the Resource Sharing/Network Development Plan	Financially support FLNC when and if necessary

Encourage participation in network plans by member's constituents	Encourage all libraries in Florida to participate in resource sharing and network development	Financially support FLNC when and if necessary	Assist in publicizing activities of FLNC to constituents
Assist in publicizing the activities of FLNC to constituents	Assist in publicizing the activities of the FLNC to Florida libraries	Assist in publicizing the activities of FLNC to constituents	
Financially support FLNC when and if necessary			
Attend meetings and participate			

Goal 2: Continuing Education

Florida librarians should have access to coordinated continuing education opportunities to increase their ability to serve library users.

Four issues predominate in the area of continuing education: coordination of continuing education efforts; increased CE opportunities; emphasis on technology both in content and delivery; and presentation and usage of electronic communication.

There is a great deal of continuing education already being delivered in Florida. The State Library, Department of Education, Library Cooperatives, library associations, library schools, individual libraries, and SOLINET all provide continuing education at some level. The Florida Library Association has conducted a needs assessment that identified the need for more coordination in CE. The focus groups were concerned that CE needs to be better coordinated and that it should be more geographically dispersed, frequent enough to meet the need, and on more of the most needed topics.

Continuing education efforts should be directed at all levels of staff. Professional librarians need to update their knowledge and skills. Paraprofessional staff need orientation to the library profession and training in basic library skills.

Efforts now need to be expended on coordinating the planning and delivery of continuing education by the various library organizations. New delivery mechanisms, such as audio and video distance learning, should be used for continuing education.

Electronic communication such as e-mail and electronic discussion groups can also be used for continuing education, encouraging frequent sharing of information and ideas. This allows the opportunity for librarians to immediately and frequently assist each other. More librarians should be encouraged to use electronic mail networks.

The FLNC might establish a permanent subcommittee to coordinate continuing education efforts statewide.

Responsibilities for Goal 2

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Provide a forum for planning and coordinating continuing education	Participate in planning of CE. Coordinate CE efforts with other groups.	Regularly determine the continuing education needs of member libraries and convey those needs to a continuing education coordinating group	Commit to providing continuing education activities for all library staff. Allow and encourage staff to participate in regional, state, and national continuing education activities.
	Offer CE opportunities statewide	Offer continuing education activities to meet member needs	Join electronic mail networks and actively communicate with peers.
	Arrange the capability to deliver CE via distance learning	Participate in distance learning through both broadcast and reception activities	Share local resources and expertise in continuing education.
		Library Cooperatives, major libraries, and library education can coordinate CE in a region.	

Goal 3: Network Infrastructure

The FLNC should support expansion of the established statewide information networking infrastructure by collaborating in legislative efforts to recognize and more broadly define network applications and funding and by facilitating useful network connections for all types of Florida libraries, with the Internet as the "highway."

Florida is fortunate to have FIRN, an established statewide information network dedicated to public education. The state is also fortunate to have several well-established Library Cooperatives which have successful library networks in place. This goal suggests combining these two strengths for increased effectiveness and economies of scale. FIRN's mission and funding should be expanded to a broader definition of education which would include lifelong learning and the key role libraries play in maintaining a literate and well-informed citizenry.

Connection of all Florida libraries to a common statewide information network would provide Florida residents with access to a wealth of information. This would have the additional benefit of minimizing the unintentionally elitist nature of new technologies resulting from many residents not owning the required equipment.

The Internet is a network of networks which allows information systems to be linked to state, regional, national, or international information and communication resources. This rapidly developing technology provides a basis for the creation of a virtual network linking all Florida information resources and allowing access from a single point, such as a library terminal or modem-equipped home personal computer.

The Internet provides a means for all library networks, Library Cooperatives, and individual libraries to be connected to each other and to share information and resources. Individual libraries should establish a connection to the Internet as soon as possible to facilitate user access to networked resources. Smaller and specialized libraries without the financial and technical resources necessary for a dedicated Internet connection should be able to access Florida's networked information resources through a variety of channels, including dial-up lines provided by regional Library Cooperatives, public electronic networks (such as Free-Nets), or by commercial dial-up access services.

In the fast changing environment of network connectivity and "The Information Superhighway," libraries will need timely, accurate information about service options and sources of advice and technical support. The FLNC should provide a centralized or collaborative means of generating and maintaining the information necessary to facilitate network connectivity in the library community.

FIRN is currently the major provider of Internet access in Florida. Library Cooperatives may use FIRN as a major point of library access to the Internet. Connectivity will open library

systems (if they choose to make themselves available) to potential access by a statewide audience as well as the possibility of hosting information resources for that audience.

It is problematic that a technology which erases boundaries must be implemented by organizations that have defined audiences and geographic service boundaries. Less sophisticated organizations, those with less funding, and individual libraries without affiliations to organizations able to support their access to this technology must also be connected. The State Library or FLNC should develop an "outreach" strategy so that Library Cooperatives and networks can provide some level of assistance to this "trailing edge." FLNC could highlight successful uses of that technology that erase boundaries and bring these to the attention of local governing bodies.

Responsibilities for Goal 3

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Provide a context for regular reporting of Florida network development and options	Establish a resource center for descriptive information about Florida networking options	Provide network connection, advice, and technical support to member libraries by connecting to FIRN or another provider	Participate in Internet access efforts at whatever level possible
Generate standard descriptions of network connectivity requirements for inclusion in library system hardware, software, and service vendor RFPs	Provide supportive material for educating library friends, governance, and funding groups on benefits of networking	Provide "outreach" connectivity consultation to non-member libraries, those serving clients outside of the organization's defined clientele, or otherwise unaffiliated libraries in or near their service areas	Demonstrate network connectivity and share experience with nearby libraries considering network connection

Serve as a forum for the consideration of policy issues and generation of consensus on how to handle operational problems	Communicate outcomes of FLNC review of library networking process	Coordinate local/regional access planning for information sharing	Provide patrons dial-up access to databases and other network resources
Develop consensus on statewide resource sharing and network development priorities	Identify and establish funding incentives for local libraries to connect	Share host responsibility for statewide information resources	Communicate concerns to FLNC through representation for periodic resolution.
	Coordinate implementation of resource sharing and network development	Actively seek federal and other funding sources for connectivity.	Actively seek federal and other funding sources for connectivity.

Goal 4: Network Access and FLORANET

The extent of patron access to FLORANET networked information (and Internet resources) should be determined on the local level, by local libraries or library cooperatives, and by networks for their defined clientele, with general coordination and support provided by the State Library.

The collection of Florida library networks, independent library automated catalogs, commercial databases, government information, and Free-Nets is called FLORANET. A FLORANET information resource could be housed on any computer. All networks and databases are connected to each other over the Internet.

However, to be most useful, the access structure (menus) should reflect local needs. While it is possible to have a common, centralized menu structure for FLORANET, it is far more advantageous to allow Library Cooperatives and local library systems the freedom to create their own menus to guide patron access to networked resources. In this way, menus will be locally determined to reflect local needs. This will also help preserve local or regional library service identity and allow library systems more control over their user's search capability. In this way, the library user may be guided to review local holdings before accessing more distant sources.

In addition to FLORANET resources, it is also possible to add selected Internet resources to the menu for library or user access.

Libraries with dedicated Internet connections may provide local dial-up access to FLORANET or Internet through their OPAC systems or through cooperation with public electronic networks such as Free-Nets. By controlling access to external network resources, libraries will perform a gate-keeping function in the community similar to their choice and purchase of print materials. Quality control issues and staff support/training limitations will also enter into consideration in the building of local access menu structures. In effect, structuring menus for patron access means building the local "on ramp" to the information highway.

A centralized menu structure should be established to list all the networked information resources on FLORANET available to the Florida library community. This may be established at the State Library host system as a resource for networked librarians, but not be available to library users or Florida residents. This service, whether available from the State Library or other Florida library host, would allow librarians to sample and train in the use of new resources before adding them to local menu structures, and it would allow provision of librarian-only accessible information resources. Such a centralized menu structure might not simply list resources and their network addresses, but may also provide an active link (as in the example of gopher menus) to the actual resources. This state-level service could also be used to test new databases prior to release for general access.

At a minimum the State Library should provide a central reference listing of network accessible resources in Florida, serving as an index or clearinghouse for this information.

There are several other technical connectivity issues that should be addressed under this structural goal. One is simplifying direct access to resources. Ideally, access should be provided with as few intermediary steps (password protection, emulation selection, menu stepping, etc.) as possible. The FLNC may address the task of developing technical guidelines on these issues for participating systems, recommending standard system timeouts, for example.

Library connections to the Internet may also provide e-mail access to librarians and access to all Internet library-related electronic discussion groups. The Florida library online discussion group, currently on FIRNmail, should be made available to Florida librarians accessing the Internet via any means.

Responsibilities for Goal 4

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Advise State Library on content of FLORANET resources	Create online and print reference listing to provide librarians centralized access to information about FLORANET resources	Advise State Library on providing information to librarians about FLORANET resources	Review FLORANET reference listing to select menu items for local patron access
Provide a forum for announcing new network resources	Publicize new network resources in library community	Select resources and build menus for local patron access	Provide feedback through FLNC representation on patron access and use issues
Discuss state of public information access capabilities in Florida and the library role	Coordinate relationship of library information structures with the Dept. of Ed. and other Florida agency efforts	Collaborate with Free-Nets and other local access providers on network access structures/ menu building	Support local dial-up access to network resources

Goal 5: Enhanced Network Content

The FLNC should support and encourage enhancement of bibliographic and information databases on FLORANET to include library holdings (public, private academic, and special libraries), commercial databases, state government information, access to public electronic networks, and selected Internet resources.

Once the infrastructure is in place (Goal 3) and FLORANET created and access to it designed (Goal 4), the next most critical aspect of network development is to enhance the content available on the network.

The task of enhancing network bibliographic content has four equally important elements: 1) to connect existing networks and automated library systems; 2) to add individual libraries with records in machine readable form but that are not part of a an existing electronic network such as FCLA, CCLA, Sunline at TBLC, or SUNLINK; 3) to assist libraries in need of retrospective conversion of their non-automated resources; and 4) to use these technologies and support services for preservation and conservation of existing library resources as well as addressing the unique problems of access to fragile resources and preserving new non-paper media resources for future generations.

All new and retrospective bibliographic efforts should follow MARC formatting standards. The FLNC should include support and education services for adherence to MARC bibliographic standards and other appropriate network resource standards (such as Z39.50) in all of its plans and recommendations.

Preservation and conservation are important underlying issues of enhancing the content of Florida library systems. See Goal 9.

Identifying and prioritizing the addition of other sources of content will be part of the ongoing agenda of the Florida Library Network Council (or of subgroups of FLNC).

These potential sources include:

- Public electronic networks (such as Free-Nets)
- State government databases
- Commercial databases
- Full-text resources
- Information and Referral databases
- Internet-accessible databases

Another issue related to the goal of enhanced content is the negotiation of statewide licenses with information providers. This would involve determining both who would negotiate and hold the license and how costs would be shared across participating organizations. The Planning Task Force recommends that all such contracts should be fixed price and unlimited use (not per-use priced). Initial contracts should demonstrate feasibility of statewide contracting to information vendors.

Activity under this goal will also facilitate cooperative collection development. In order for libraries to participate cooperatively in developing their collections, it is necessary for the librarians to be aware of what resources are available elsewhere. Improving online access to bibliographic holdings will provide better information for the collection development process on collection strengths and adequacy of resources. Also, networked communication among librarians on this topic would allow improved awareness and sharing of collection development standards and methods and a potential framework for communication that might improve cooperation between library entities on collection development practices.

Cooperative collection development includes cooperative acquisition, maintenance, conservation/preservation, and withdrawal with participating libraries acknowledging that cooperative acquisition also includes the responsibility of sharing resources.

Responsibilities for Goal 5

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Establish priorities for expanding network bibliographic content	Develop comprehensive listing of network-accessible Florida bibliographic resources	Take the lead in connecting bibliographic resources to FLORANET	Connect automated bibliographic catalogs to FLORANET
Identify methods for cooperative efforts by library types	Identify funding and other support services for automation and bibliographic development available to Florida libraries by type	Structure access to bibliographic resources to allow patrons to review local, then regional, then state resources, etc.	Structure local access to bibliographic resources to allow patrons to review local, then regional, then state resources, etc.

FLNC subgroup(s) explore content development	Collect option information on retrocon service support available from commercial vendors and within Florida library community	Provide automation consulting, retrocon, and other bibliographic development/ support services to member libraries	Provide input to FLNC through representation about how local content might be included in network context
Serve as a forum for discussion of priority setting for network content	Serve as a clearinghouse for information about automation services	Consider the provision of automation consulting, retrocon, and other bibliographic development/ support services to non-member libraries	Pursue retrocon options for non-automated collections
Identify areas and methods of content integration feasible within network context	Identify incentive funding sources for resource integration within network context	Recommend content priorities to FLNC based on member library needs	Call for integration of network content based on patron service needs
FLNC subgroup explore statewide licensing of databases	Define potential State Library role in statewide licensing of databases	Initially negotiate wide area licenses	Provide input through FLNC representation on resource sharing initiatives such as statewide licensing of databases

Goal 6: Interlibrary Loan

Florida libraries should participate in a statewide Florida InterLibrary Loan (FILL) process to provide information and materials to Florida patrons.

Currently, many Florida libraries are members of FLIN, the Florida Library Information Network. To belong to FLIN, libraries agree to put their records on OCLC (either as full members or by tapeloading their records). They must also agree to loan materials, free of charge, to other FLIN members. Libraries loan materials to each other using the OCLC ILL subsystem. Libraries that do not have access to OCLC (they are called mail users) send requests to the State Library which searches the OCLC database and transmits the requests as a FLIN member on behalf of local library. The item is then sent directly from the lending library to the borrowing library. Transmitting these requests through the State Library is necessary because libraries not on OCLC currently have no way to identify the locations of materials they want.

Once FLORANET is in place, this will change. With the proper equipment and training, library staff will be able to search the library catalogs on FLORANET and identify locations of materials the library needs to fill a patron request. It will no longer be necessary to go through the State Library for ILL.

This raises the issue of different protocols in the new ILL environment. A new, larger interlibrary loan network should be created called FILL (Florida InterLibrary Loan).

FILL users will have three avenues to identify a location for resources they need for a patron. The currently preferred method is to continue to use the OCLC database either as full OCLC users or as GAC members. In doing so they would follow the established protocols of searching; first in their Library Cooperatives, second throughout the state (but looking for the next closest source), and third by searching SoLINE and OCLC.

The second avenue would be through FLORANET. As FLORANET grows with expanded resources online, including the holdings of libraries which are not on OCLC, FILL users may find needed materials on FLORANET. Libraries will have the ability to send ILL requests directly to the library that owns the material needed. Standards and agreements to accomplish this will have to be developed and adopted and technical methods designed. Using FLORANET for all ILL will have implications that are as yet unknown. Demonstration projects will help explore efficient use. New protocols, built on and expanding the previous protocols, will need to be put in place for FILL.

A third method will be to continue to mail requests to the State Library of Florida and other designated agencies for searches within the FLORANET and the OCLC database. Libraries without OCLC or electronic access and libraries with low ILL volume will continue to be mail

users. Mail users do not transmit their requests through OCLC but rather use a variety of methods acceptable to the lending library such as ALA forms, electronic mail, or "print screen" documentation.

Operating Principles

Nine operating principles will govern FILL.

1) All FILL libraries will loan materials to other FILL libraries free of charge.

2) The current database of Florida library holdings will continue to be OCLC. All libraries are strongly encouraged to place and maintain their holdings on OCLC, either as full members or by tape-loading the records.

3) Libraries that have not chosen to use OCLC, however, are still encouraged to make their holdings available for searching through FLORANET, either through one of the bibliographic networks (CCLA, FCLA, SUNLINK), through a regional Library Cooperative, or through a direct Internet link. This will create a comprehensive record of all library holdings in Florida.

4) The most efficient means of requesting materials for ILL continues to be through the OCLC interlibrary loan subsystem.

5) A library that is not on OCLC, but locates materials on FLORANET, may transmit the ILL request by whatever means is acceptable to the lending library.

6) Libraries are encouraged to go direct to the owning library for ILL if they can follow the established protocols. If that is not possible, libraries should continue to use the State Library.

7) All Florida libraries (whether on OCLC or not) should sign a formal agreement indicating they wish to belong to FILL and agreeing to the prevailing protocols including making their records available electronically. The formal agreement used by the State Library and the Library Cooperatives should be basically the same so that there is consistency in the ILL network throughout the state.

8) A comprehensive list of FILL libraries should be distributed electronically and on paper. This list could include collection strengths to assist FILL members in finding material they need.

9) It is to the benefit of all libraries that the maximum number of libraries make their holdings electronically accessible. Maximum access means that smaller libraries can share the load with larger libraries in the sharing of resources. Larger libraries and other unique collections can then be used more heavily for non-duplicated items.

Protocols for using ILL

FLNC will need to develop protocols for FILL and review them frequently in light of developing technology and communications capabilities, and revise them as necessary.

Other Issues

Several major issues need to be discussed by FLNC as further need arises:

First, the Library Cooperatives may play a larger role in regional interlibrary loan. Libraries sending "mail" ILL requests could send them to their Library Cooperatives rather than to the State Library.

Second, when non-OCLC ILL grows to significant proportions because of FLORANET, an ILL subsystem could be developed on FLORANET or OCLC could be connected to FLORANET for out-of-state requests.

Third, once Florida residents can use FLORANET independently, they may wish to initiate direct ILL without going through their local library. A patron-initiated ILL system could be developed that allows FLORANET users to locate an item on the screen, transmit a request to the owning library, and have the item delivered by mail or electronically to the patron's home without direct assistance from the patron's library. Such a system would need to provide protection for the lending library.

Responsibilities for Goal 6

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Develop and endorse operating principles and protocols for FILL	Contact Florida libraries and ask that they participate in FILL. Encourage execution of a FILL agreement.	Encourage Library Cooperative members to participate in FILL and execute a FILL agreement.	Join FILL and execute the FILL agreement.
Consider direct patron initiated ILL and links between OCLC and FLORANET or an ILL subsystem on FLORANET as need arises.	Maintain master and official list of FILL libraries. Disseminate official list of FILL libraries.	Library Cooperatives ILL agreements will parallel the state FILL agreement but may include additional elements specific to the consortium.	Follow all the principles and protocols of FILL or send requests through the State Library or Library Cooperatives
	Continue to process ILL requests for "mail" libraries.	Conduct CE activities on FILL for member libraries.	Loan materials free of charge to all FILL libraries
	Plan CE activities on ILL about FILL	Consider handling "mail" requests from member libraries.	

Goal 7: Reciprocal Borrowing

FLNC should develop a statewide reciprocal borrowing program in which Florida libraries should participate.

A long range effort is the establishment of a statewide reciprocal borrowing program. Such a program allows users of one library to walk in and use or borrow the resources of another library that also participates in the program. Reciprocal borrowing is sometimes controversial because some governing bodies feel non-taxpayers are using the resources paid for by their tax paying public. Similarly, in the case of private academic institutions, unaffiliated users are seen as using resources paid for largely by currently enrolled students. Libraries that do open their buildings and collections for direct use can also look at this service, however, as providing the ability for local community (tax-paying) members to use the resources of other libraries.

When FLORANET is in place and accessible by Florida residents having the required equipment, people will wish to borrow the materials they see listed on the screen. This can dramatically increase the demand for interlibrary loan. A reciprocal borrowing program providing for direct use can reduce ILL costs and be more convenient for the Florida resident if he/she can directly borrow from the library that owns the resource.

As a reciprocal borrowing program is being developed, it is critical that safeguards be built in to protect participating libraries from abuse of their collections.

The FLNC should develop the policies and procedures that govern this program and it should include, at a minimum, the following efforts:

- encouragement of libraries to participate in the reciprocal borrowing program and assistance in demonstrating to governing bodies the value of the program.
- protection for participating libraries against loss of materials or abuse of the program
- protocols for borrowing and returning materials
- evaluation of the use, success, and problems of the program.

Responsibilities for Goal 7

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Develop policies and procedures to govern reciprocal borrowing program	Implement policies and procedures of reciprocal borrowing program.	Encourage participation in reciprocal borrowing program	Participate in the regional or statewide reciprocal borrowing program.
	Conduct evaluation of reciprocal borrowing program.	Begin reciprocal borrowing on the Library Cooperatives level	
	Develop publicity materials about reciprocal borrowing program.		

Goal 8: Minimum Standards

The FLNC should develop minimum standards to serve as guidelines for the resources needed to participate in the Florida Library Network

There are always "leading edge" libraries with the knowledge and resources to adopt and use the latest technology. There are also "trailing edge" libraries which do not have the resources or knowledge or feel the need to rapidly develop a technological capacity. Libraries and their staff approach the new information age in differing ways and at differing paces, as their own objectives and resources permit.

However, increasingly, the most comprehensive and latest information is available electronically. Libraries need to be connected to FLORANET and participate in FILL in order to best serve their users.

A "road map" is needed to the "information highway" for libraries and librarians. One way to develop this "road map" is to define the equipment needs, skills, and practices of the "leading edge" of library information technology and operations, and make this description available to the library professional community.

An example of how this is done elsewhere in the library community is the notices that Federal Depository Libraries receive each year describing recommended equipment standards.

The description should also include suggested minimum standards (for technology, training, etc.) for libraries that want to take advantage of new resources and methods for information access. The minimum standards should not be considered mandatory but rather as guidelines and encouragement for libraries to participate fully in the Florida Library Network. Fulfillment of this goal would include the provision of considerable technical assistance from the State Library and the Library Cooperatives and substantial and systematic continuing education efforts.

Both the technology and business environment for information will undergo increasingly rapid change in the next decade. This goal recommends periodic definition of what Florida librarians should know about new technology.

This goal would also include development of equipment donation and lending programs that would support the diffusion of technology in the Florida library community.

Library Cooperatives already collect information about the technical capabilities of their members. It is important that the collection of this information be formalized, to whatever extent possible, and the resulting survey material passed on to FLNC or its designated subgroup as part of the standards description process.

Periodic regional meetings should be scheduled by FLNC to gather input from librarians on their information needs in this regard and their responses to minimum standards which have been produced by this process. This may not require separate meetings. The FLNC could recommend the topic of minimum standards as an agenda item for discussion at regularly held library professional meetings.

This goal does not exclusively address new information technology standards. The FLNC shopuld also identify minimum standards for other library servbices that are not technology based or that involve technologies unrelated to new information access.

The FLNC should also within this goal identify and communicate to Florida libraries established and emerging national and international standards for library services and new information technologies and recommend methods for conforming to these standards.

Responsibilities for Goal 8

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Periodically supply descriptions of new technology standards to provide guidance to librarians	Communicate awareness of new technology standards to Florida librarians	Publicize demonstrations of new technologies in member libraries	Participate in new technology demonstration programs
	Propose minimum standards for the effective use of new technologies	Propose minimum standards for the effective use of new technologies	Propose minimum standards for the effective use of new technologies
Approve minimum standards for effective use of new technologies	Promote awareness of minimum standards for technology use	Provide start-up assistance to new and would-be users of technologies	Budget for new technology adoption
Report successful technology support programs by Library Cooperatives/ Networks	Publicize technology support programs in Florida library community	Explore equipment lending and donation programs	Be willing to take risks and reallocate resources
Suggest goals for participation	Offer continuing education	Offer continuing education	Commit time to learn new technologies
			Respond critically to FLNC drafted standards

Goal 9: Preservation and Conservation

The FLNC should develop a plan for supporting preservation and conservation needs of Florida libraries, for both traditional and new technology materials, including disaster preparedness, professional education, sharing of remedial equipment, and patron access issues.

Preservation and conservation are key underlying issues of enhancing the content of Florida library systems. Too many important resources will disappear or be lost to effective access if these areas are not addressed in all shared resource planning.

While technology may extend awareness of and access to traditional preserved resources (such as electronic access to an image of a fragile paper document), the content of the new technologies themselves (CD-ROM, electronic databases, videotape, etc.) must also be preserved. This problem is compounded by the fact that new media may also require preserving specific machines on which the content can be read/viewed or periodic transfer of the content inot newer machine-readable formats.

The problems of preservation extend from a general need for training in basic book repair to issues of how fragile documents can be made available electronically and how electronic media can be preserved for future generations. Treatments, training, budget allocation, staffing, and planning are all areas of need in preservation and conservation that should be addressed in any effort for cooperative planning or resource sharing by Florida libraries.

Preservation and conservation are education issues that require specialization at both a craft level (knowing how to physically repair materials) and in scientific knowledge for administration (understanding environmental control issues and media chemistry). The educational environment for these issues should include regular CE programs as well as geographically distributed opportunities for practicums, internships, and apprenticeships.

Preservation and conservation efforts of Florida libraries can benefit greatly from coordination of efforts and sharing of resources. The FLNC, in collaboration with the State Library of Florida, can provide leadership and direction for this goal.

Preservation and conservation efforts in Florida can benefit from cooperation in the following areas:

1. Development of a disaster planning and response methodology. This plan should include a methodology for coordinating Florida library efforts to assist libraries which have suffered a disaster.

2. Development of initial and ongoing training in basic repair techniques and longer term intensive training opportunities such as practicums.

3. Development of continuing education in preservation and conservation issues for management and administration such as evaluation, planning/budgeting, and contracting for services.

4. Preservation of materials, old and new, that are in danger of being lost to future generations.

5. Development of online preservation communications capability available to a wide audience.

6. Centralization and sharing of equipment such as a freeze dryer and a vacudyne machine.

7. Development of a centralized resource of preservation reference materials (summary reports of preservation activity in Florida, needs assessments, disaster preparedness plans) and educational samples (acceptable and non-acceptable types of binding).

Responsibilities for Goal 9

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Support the development of online preservation communications	Serve as a clearinghouse for FLNC collected preservation/ conservation resource information	Identify member library strengths in specific preservation/ conservation services or media	Identify critical preservation needs and communicate to FLNC
Plan for coordination of equipment and skill sharing by regions and by centralization of state preservation services	Identify sources of incentive funding for increased preservation activity in Florida libraries	Offer regular CE on preservation and conservation issues	Provide regular "hands-on" training in basic repair and material handling techniques for staff and volunteers

Recommend minimum standards for preservation and conservation activity, including budget allocation	Consider mandating that a portion of funds allocated be spent on preservation and conservation infrastructure and services	Provide shared preservation and conservation services, including access to equipment	Budget for preservation staffing or consultation
Consider appointing an independent board (with significant training and experience) to evaluate Florida preservation and conservation efforts periodically		Coordinate inter-library and regional access to preservation resources	Include preservation and conservation functions in all collection development and management policies
			Identify skilled staff and other preservation resources which could be shared with other libraries

Goal 10: Increased Public Awareness

The FLNC should develop a public awareness campaign to inform Florida residents of the benefits of their libraries' participation in the information highway.

The information environment is changing rapidly with the introduction of potential information services from cable, phone, and public electronic network information providers. It is necessary to add to public awareness of the library's tradition of access to printed resources and promote the benefits of new capabilities of libraries in an age of information technology. The environment will change over time, but public awareness of the key role of libraries in the mix must be maintained.

The traditional importance of public and other libraries as points of information access for the "have nots" of our society will be one of the common messages of this public awareness effort.

The FLNC or a subgroup of FLNC should identify or generate promotional/educational material that can be used by local libraries to keep people informed of information resource and new technology capabilities of Florida libraries. The FLNC should have primary responsibility for directing the design of any statewide campaign to increase public awareness of Florida library capabilities. The FLNC should also consider the possibility of shared financial support for a professionally produced statewide public awareness campaign. As with design of access to online information, however, participation in implementation of public awareness programs should be a local option.

Florida library organizations on all levels produce a variety of materials to inform the public of their services and how to use them. The FLNC should serve as a forum for sharing these materials and collaboration in the production of materials that can serve wider areas, statewide if possible. The FLNC could also help libraries share video clips and other media relations materials that will enhance the public awareness of resources such as FLORANET and other new technology capabilities.

Responsibilities for Goal 10

FLNC	State Library	Library Cooperatives and Networks	Local Libraries
Develop goals for increasing public awareness of library role in new information age	Issue press releases reporting FLNC determinations of library role and new technology activities	Report successful press relations and public awareness strategies at FLNC meetings	Include "The Library In The New Information Age" as a theme in public education programs
Identify educational materials which can be shared by all Florida libraries	Facilitate sharing of educational and promotional materials	Promote press and public awareness of FLORANET and FILL	Promote press and public awareness of FLORANET and FILL
Promote FLORANET and FILL	Promote FLORANET and FILL	Collaborate with other FLNC participants in the production of public awareness program material	Expand patron (and online end-user) education services
Plan for statewide CE on methods to increase public awareness of new capabilities of libraries			Develop creative patron education and media relations education and share this knowledge with other libraries through FLNC

PRINCIPLES OF RESOURCE SHARING

I. VISION STATEMENT

(From the Library of Congress Network Advisory Committee's "Library Networking: A Statement of a Common Vision")

Our common vision of networking is an environment in which libraries can provide each individual in the United States with equal opportunity of access to resources that will satisfy their and society's information needs and interests. All users should have access on a timely basis to the information they require without being faced with costs beyond their own or society's means.

To realize this vision, there must be technical and intellectual sharing of resources between the public and private sectors; local, state, and federal governments must fulfill their various responsibilities to individuals and society; and the diverse missions of the several types of libraries must be accommodated. As this vision becomes a reality, there will emerge a diverse but coordinated structure of networks rather than a monolithic one. Active research, rapidly developing technology, collaborative leadership, common standards, and shared communications will provide means by which the system will be further shaped as an interlocking series of local, state, regional, national, and international relationships that are capable of serving the national's information needs.

II. PRINCIPLES

A. Freely Shared Resources

The goal of the Florida Library Network is to make possible freely shared resources among the libraries of Florida in order to provide full access to information and materials.

B. Free Library Service

Florida State Law includes the following provision:

Free library service shall constitute as a minimum the free lending of library materials that are made available and the free provision of reference and information services.

The state law applies to public libraries that receive state aid. While the law does not apply to public or private academic libraries, school library media centers, or corporate libraries, these libraries are encouraged to provide free library services as well.

Free library service means that public libraries that receive state funds must circulate library materials, answer reference questions, and provide interlibrary loan at no charge. This policy needs some clarification in the electronic information environment. Access to information resources available electronically should be offered to all patrons under the same free library service principle as such services are offered in a print environment. The basic principle is that a library should attempt to purchase electronic services at a fixed price where the amount of usage does not affect the price and all library users can be provided the service at no charge. Where the cost of a service increases with patron usage, the patron may be asked to pay all or part of the cost.

For example, access to information sources would be provided free of charge and the delivery of that information should be provided free of charge through normal library cooperative mechanisms. Where a library user needs and can be provided with materials in a more timely fashion for an extraordinary charge, the patron may be charged a fee.

Where the library offers database searching, a standard amount of searching (number of minutes, number of dollars) should be offered to all library users free of charge. When the library user needs or wants an extraordinary search that claims substantial time or charges, the library use may be allowed to pay for the library to provide that service.

Most libraries provide photocopying services for a fee because patrons' needs for photocopying vary from minimal to substantial. Similarly, patrons may be expected to pay the supply costs that occur when CD-ROM or electronic searches result in printing or fax expense.

C. Participation

The Florida Library Network has the potential to encompass every library in the state that chooses to interact with any other library. The more libraries that participate, the more effectively and efficiently the network will work and the more benefits will accrue to both Florida libraries and to all Florida residents. Participation includes the following elements:

- All libraries must be willing to share their materials and to place their holdings in a statewide database.

- There are a variety of ways to participate in the Florida Library Network. While maximum participation is desirable and encouraged, local situations may limit the degree of participation possible. Cooperative programs and support from Library Cooperatives and the State Library can facilitate participation in network activities.

- The State Library of Florida plays a key leadership role in bringing together the various stakeholders to develop and implement interlibrary cooperation and resource sharing

- The Florida Library Network Council has representation from existing networks, Library Cooperatives, types of libraries, and state information stakeholders. It will be the forum where interlibrary cooperation and resource sharing are discussed. Members of FLNC will communicate with their constituencies, represent their resources, and commit their participation to the network.

The Library Cooperatives and networks, some now and some as they develop, will be major implementors of the resource sharing plan, representing their members' interests on the FLNC and implementing the plan on a regional or network basis.

D. Responsibility to Primary Clienteles

Each library has a mandated responsibility to provide for the needs of a specific clientele. However, to provide service to its own clientele, a library has the responsibility to reach beyond its own resources to obtain information and materials which are not in its own collections.

E. Mutual Benefit and Reciprocity

It is each library's responsibility to reach beyond the resources contained in its own collections to satisfy the needs of its specific clientele. The general recognition of the mutual benefit to be obtained by access to the collections of other libraries provides the basis for reciprocity among libraries in sharing their resources. Sharing its own resources in return for receiving access to another library's resources can be a greater benefit to primary clientele than a liability.

F. Strategic Distribution of Resource Sharing Workload and Responsibility

It is to the benefit of all libraries that the maximum number of libraries make their holdings electronically accessible over a statewide linked network. Maximum access means that smaller libraries can share the load with larger libraries in the sharing of resources. Larger libraries and other unique collections can then be used more heavily for non-duplicated items.

G. Formal Agreements

There should be formal agreements to which all libraries agree in order to share materials with other Florida libraries and participate in the Florida Interlibrary Loan network (FILL). Libraries which do not agree to abide by such agreements and the principles and protocols delineated in the agreements, can be denied participation in the resource sharing system.

H. Flexibility

The networking plan adopted for the statewide Florida Library Network is flexible, so that:

1. Libraries may retain their local autonomy.

2. Libraries select the extent of their participation in networking activities but are encouraged to participate at the maximum level possible.

3. Libraries are encouraged to move to a higher level of participation.

4. Libraries should participate in networking activities regardless of their type, size, geographic location, or automation status.

5. Libraries are encouraged to participate in other cooperative and networking activities both in and outside of Florida.

I. Incremental Development

The Florida Library Network is developing over time, as more libraries in the state progress to full participation, and as it offers expanded services to its participating libraries. The Florida Library Network can only provide maximum benefit if existing library networks, Library Cooperatives, and individual libraries cooperatively plan and participate in its development.

Glossary of Terms and Acronyms

CCLA - College Center for Library Automation. Promotes automated library products and services for community colleges. Includes automated catalogs online and available for dial-in access.

FCLA - Florida Center for Library Automation. Promotes automated library products and services for all nine state universities. Includes automated catalogs online and available for dial-in access.

FILL - Florida InterLibrary Loan process. Provides protocols and processes by which Florida libraries loan material to each other. Replaces FLIN.

FIRN - Florida Information Resource Network. Statewide telecommunications network originally developed for use primarily by educators and available to libraries. Provides access to Internet, electronic mail, and other applications as well.

FLIN - Florida Library Information Network. FLIN has been the statewide cooperative network of all types of libraries sharing resources with each other. FLIN had two levels of involvement, OCLC users and mail users. FILL will replace FLIN.

FLN - Florida Library Network. The umbrella under which interlibrary cooperation, resource sharing, and network development take place.

FLNC - Florida Library Network Council. A council charged with facilitating interlibrary cooperation, planning for network development, and advising the State Library.

FLORANET - Florida Library Online Resource Access Network. Florida's online library networks, independent library automated catalogs, commercial databases, government information, and Free-Nets.

GAC - Group Access Capability. A method of using the OCLC interlibrary loan mechanism without using OCLC to catalog materials.

Gopher - A computer program developed at the University of Minnesota for generating east-to-use menu structures for networked information access. Gopher performs complicated telnet connection processes on the Internet which link users to distant resources, yet do not require the user to understand the underlying technology or remember the steps or commands necessary for the linkage.

ILL - Interlibrary Loan. A process by which libraries loan materials to other libraries. FILL is Florida libraries' protocols for ILL.

Internet - A global "network of networks" connecting universities, libraries, research centers, and private businesses. Over the past few years the Internet has become more broadly accessible via citizen dial-up and through use by libraries and schools. Internet provides access to electronic mail, news groups, databases, and remote computers.

Library Cooperative - An organization formed by a group of libraries and supported by federal funds, state funds, and local membership fees. They are also called consortia. There are currently six Library Cooperatives in the State of Florida: Northeast Florida Library Information Network (NEFLIN), Southeast Florida Library Information Network (SEFLIN), Panhandle Library Access Network (PLAN), Tampa Bay Library Consortium (TBLC), Central Florida Library Consortium (CFLC), and Southwest Florida Library Network (SWFLN).

OCLC - Online Computer Library Center. OCLC maintains an online union catalog which is the world's largest and most comprehensive bibliographic database.

OPAC - Online Public Access Catalog. A generic name for the automated card catalog which libraries make available to the public in the library and often for dial-in access by residents with a computer and modem.

Reciprocal Borrowing - Cooperative agreement among libraries that allows the users of one library to walk in and use or borrow the resources of another library that also participates in the program.

SoLINE - SOLINET Information Network. Resource sharing database and interlibrary loan network serving libraries in the Southeastern United States and the Caribbean utilizing OCLC's group resource sharing capabilities.

SUNLINK - A school library media network. A CD ROM catalog of the holdings of 451 school libraries. The number of participants will exceed 600 by August, 1994 and will be available online.

US MARC - A standard format for cataloging materials and other materials. Recommended to be used by all libraries cataloging materials.

Z239.50 - a NISO standard for communications between computers for information retrieval, officially named "Information Retrieval Service Definition and Protocol Specifications for Library Applications." The Z39.50 standard is an open, application level protocol which is independent of any particular vendor's hardware or software. It provides for the retrieval of bibliographic records (returned to the "home" system in USMARC) independent of the type of system on which they are stored.

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This publication was federally funded under the provisions of the Library Services and Construction Act, as amended, administered by the State Library of Florida. This material is available in alternative formats upon request.